

Dear FCC,I have been studying closely the FCC memorandum in regards to telephone number portability and the extension rendered to the phone companies by the FCC. That extension is up for review November 24th 2003.

I have been a victim of poor service, bad customer support and fraud when it comes to my wireless service. I have also been held hostage by the fact that I would like to keep my phone number and find it very inconvenience to have to change it every time a phone company takes my membership for granted and slack on service and customer support.

Ask yourselves when was the last time you spent 45 min. on hold for customer service? When was the last time that you have been receiving very poor phone service dropping calls and then charged for extra use of you phone. When was the last time you were told by a phone company that the poor service is not going to change and that you will have to buy new equipment and sign for a longer commitment only to experience no change in quality or service?

The whole concept of free market and the right to choose your service provider freely and easily is to encourage the phone companies to respect their clients and realize that the competition out there is not only for NEW subscribers but for EXISTING subscriber too and that the commitment for excellence should be taken seriously.

I think you guys have not realized that what you have created is a monopoly of power that has been working against consumer interest. I employ you to change this wrong now! to put a stop to this injustice so that the quality of service and fair competition can once again surface in the telecommunication world.

Sincerely
Danny Rafic

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